

Durham HMIS Users Meeting

September 2018



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

September's Agenda

AHAR Makeover – introducing the Longitudinal System Analysis

What to expect

How to prepare

Our Data Now

Where does our community stand ahead of the LSA?

Data Entry for Family CE Sharing Group

Hurricane Florence Data

HMIS@NCCEH Launch update

What's Next Calendar



Longitudinal System Analysis

AHAR Makeover

What is the AHAR again?

Annual Homeless Assessment Report (AHAR) is the report to Congress on the extent and nature of homelessness in America

- Annual HMIS Data, PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)

Visualizes progress of the federal strategic plan, *Opening Doors*

Continuums of Care nationwide included

This is still all true!

The data from HMIS is a sub-section of the Congressional AHAR and is now called the Longitudinal System Analysis report

Changes to expect this year

LSA Report will include Rapid Re-Housing along with Emergency Shelter, Transitional Housing, and Permanent Supportive Housing



Homeless Projects
Emergency Shelter and
Transitional Housing



Rapid Re-Housing



Permanent Supportive
Housing



Unsheltered clients are still only incorporated via the PIT Count currently
Supportive Services Only, Street Outreach, and Other Permanent Housing (w/o Supports) are not included

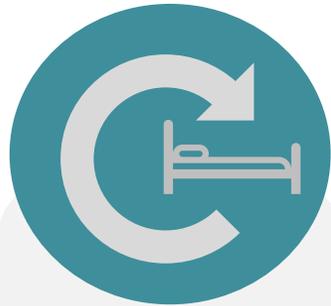
Changes to expect this year

LSA Report will incorporate most System Performance Measures



1

Length of Time Homeless



2

Return to Homelessness



3

Number of Homeless



4

Increase in Income



5

First Time Homeless



7

Exits and Retention of PH

Changes to expect this year

LSA Report will be built to be locally adaptable and allow CoCs to track local initiative outcomes

Can export reports with data already crunched regionally or quarterly

Ex: Tracking Length of Time Homeless for 55+ year old clients



Data Submission and Analysis Process

Data Prepared

LSA Report in HMIS

Point in Time
Count (submitted)

Housing Inventory
Count (submitted)



Data Uploaded

HUD Data
Exchange 2.0



Data Submission & Analysis Export

AHAR to Congress

Local Reports

What does the LSA include?

The next few slides show us what the export will look like from HDX 2.0 and reveals what the LSA will be capable of providing.

Format

De-identified, aggregated data
Show trends and tracking over time
Will not replace our data quality reports

Questions to consider

What trends would you be interested in tracking?
What could your agencies do with this data?

The LSA Includes Client Demographic Data

Familiar breakdown of household characteristics by household and project types

Households Served in the System During the Reporting Period

	Adult Only (AO) Households			Adult and Child (AC) Households			Child Only (CO) Households		
	ES, SH, TH	RRH	PSH	ES, SH, TH	RRH	PSH	ES, SH, TH	RRH	PSH
Total Number of Households Served									
Total Number of People Served									
Total Number of Unaccompanied Young Adult Households (18-24)									
Total Number of 55+ Households									
Total Number of Veteran Households									
Total Number of Chronically Homeless Households									
Total Number of Disabled Households									
∨ Gender (HoH & Adults)									
Female									
Male									
Transgender									
Does Not Identify as Male, Female, or Transgender									
Missing, DK, or Refused									
∨ Age (in yrs of all persons in HH)									

The LSA Includes System Performance Measures

New breakdown of System Performance Measure outcomes by household type

All Households Served in the System During the Report Period

	▷ ALL		▷ AO		▷ AC		▷ CO	
	#	%	#	%	#	%	#	%
▼ System Use During the Report Period								
UNIVERSE: Total Number of Households Served Systemwide during the report period								
Total Number of People in Households Served Systemwide during the report period								
▼ System Engagement History								
<i>Based on the Household's First Enrollment that Overlaps with the Report Period</i>								
UNIVERSE: Households experiencing any homelessness or RRH during the report period								
Households experiencing homelessness for the first time this report period								
Households that re-engaged in the homeless system after a previous temporary or unknown destination								
Households that returned to homelessness this report period after an exit to a permanent destination								
Households that have been continuously homeless since a prior report period								

The LSA Includes CH Status Details

More details for key Chronic Homeless data element, Homeless History

Demographics for the Indicated Member(s) of All Households in this Household Type Served During the Reporting Period <i>(Note: the project types are not mutually exclusive. People are included in every project type grouping in which they received services during the reporting period)</i>		ES/ SH/ TH (Literally homeless)	RRH	PSH
Chronic Homelessness and Disabling Condition (of HoH and adults)	Chronically Homeless			
	Meets CH LOTH, but no disabling condition			
	Meets CH LOTH, but unknown, refused or missing disabling condition			
	Meets CH LOTH and disabling conditions, but insufficient occasions			
	Meets CH LOTH but insufficient occasions and no disabling condition			
	Meets CH LOTH but insufficient occasions and missing disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, has disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, no disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, missing disabling condition			
	Disabling condition, but missing LOT			
	No disabling condition and insufficient LOT			
	No disabling condition and missing LOT			
	Missing disabling condition and insufficient or missing LOT			

The LSA Includes System Paths

New breakdown of combinations of project entries and outcomes

Destinations for All Households in this Household Type Served in Specified "System Path Groups" <i>(System paths are mutually exclusive within this Household Type. The order in which any given client used the indicated combination of project types may vary.)</i>	Head of Household's Recorded Exit Destination															Total Number that Exited	Total Number that Remained	
	PSH	PH - rent with temp subsidy	PH - rent/own with subsidy	PH - rent/own no subsidy	Family - permanent	Friends - permanent	Institutions - group/ assisted	Institutions - medical	Institutions - incarceration	Temporary - not homeless	Homeless - ES/SH/TH	Homeless - Street	Family - temporary	Friends - temporary	Deceased			Unknown
ES/SH Only																		
TH Only																		
ES/SH + TH																		
RRH Only																		
ES/SH + RRH																		
TH + RRH																		
ES/SH + TH + RRH																		
PSH Only																		
ES/SH + PSH																		
ES/SH + RRH + PSH																		
RRH + PSH																		
All other combinations																		
Any homeless project																		
Households that remained in PSH																		

Do any system path groups reflect a higher level of permanent housing destinations than others, particularly any that are coupled with reasonably high exit rates? Looking across household types, do any system paths appear to be more successful for some household types than others? Are any system path groups showing low overall exit rates?

The LSA Includes Disparity Data

Outcomes reported by Project Type, household characteristics, & demographics

Length of Time Homeless

		In LSA, LOTH refers to the number of days in the 365-day period prior to the head of household's last active date in the reporting period or the end of the reporting period, whichever is earlier. All enrollments in that household type that are continuous with (i.e. uninterrupted by a break of 7 days or more) to an enrollment that overlaps with the reporting period.	Cumulative Number of Days Enrolled in the Identified Part of the System (HoH)											
			0 days	1-7 days	8-30 days	31-60 days	61-90 days	91-180 days	181-365 days	366-547 days	548-730 days	731-1094 days	1095 days+	Average LOT
Households with a White non-Hispanic HoH	# household	Days in ES/SH												
		Days in TH												
		Total Days in ES/SH/TH												
		Other Days in RRH/PSH Prior to Move-in (minus Days reported above)												
		Total Days in ES/SH/TH/Pre-Move-in RRH/PSH												
		Other Days Homeless (i.e. self-reported days, minus any days already reported above)												
		Total Days Homeless												
		Days Housed in RRH (Housing Move-in Date to RRH Exit)												
		Total Days Assisted in ES, SH, TH, RRH (all days), and PSH Prior to Move-in (i.e. all days reported above except Other Days Homeless)												
		Number in PSH during the reporting period (excluding those who had already moved into PH prior to the start of the reporting period)		#										
Number in PSH who moved into PSH during the reporting period		#												
Households with a White Hispanic HoH	# household	Days in ES/SH												
		Days in TH												
		Total Days in ES/SH/TH												
		Other Days in RRH/PSH Prior to Move-in (minus Days reported above)												
		Total Days in ES/SH/TH/Pre-Move-in RRH/PSH												
		Other Days Homeless (i.e. self-reported days, minus any days already reported above)												
		Total Days Homeless												
		Days Housed in RRH (Housing Move-in Date to RRH Exit)												
		Total Days Assisted in ES, SH, TH, RRH (all days), and PSH Prior to Move-in (i.e. all days reported above except Other Days Homeless)												
		Number in PSH during the reporting period (excluding those who had already moved into PH prior to the start of the reporting period)		#										
Number in PSH who moved into PSH during the reporting period		#												

Are there disparities in LOTH between race/ethnicity household breakouts? Do racial minorities experience longer LOTH, consistent with findings about racial discrimination in housing markets?

What to expect – 2018 Timeline

Date	Event
Before October	NCCEH Data Center staff begin running reports for accuracy and data quality issues
Mid-October	HUD Data Exchange (HDX) 2.0 will open for submissions (and HMIS report will be released)
October - November	Agencies and NCCEH Data Center staff will run data quality reports and check for corrections
Early December	Submission of final data due into HDX 2.0
Mid-December	CoC Leads must confirm data submission

*Finalized dates should be released by next month's HMIS Users Meeting

Our Data Now

Where does our community stand ahead of the LSA?

NC County of Service



What

The county in which a client receives your project's services at any point in their enrollment



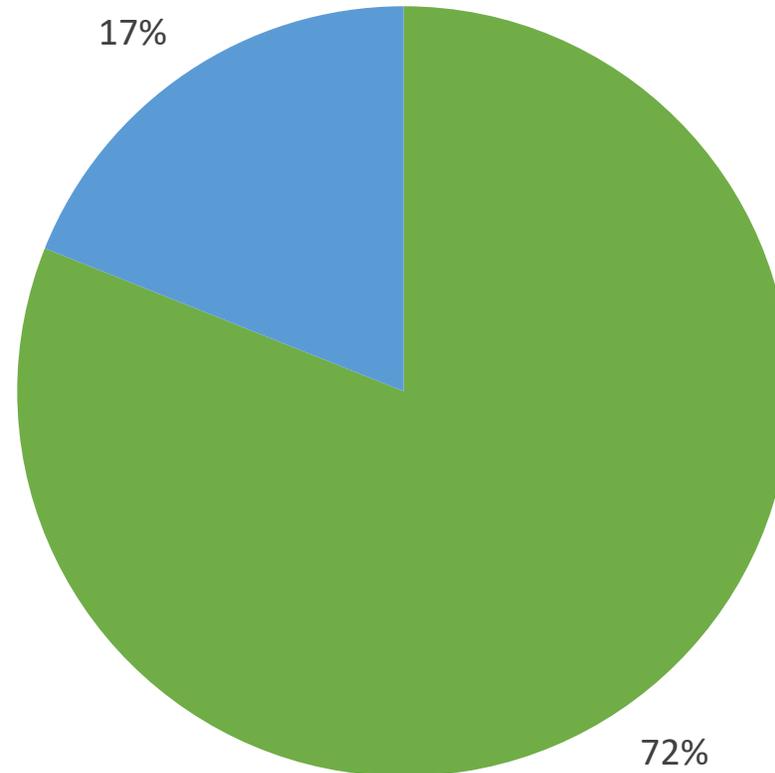
Collection Notes

The location of shelter, housing or supportive services indicates the County of Service at any given time

NC County of Service – Why?

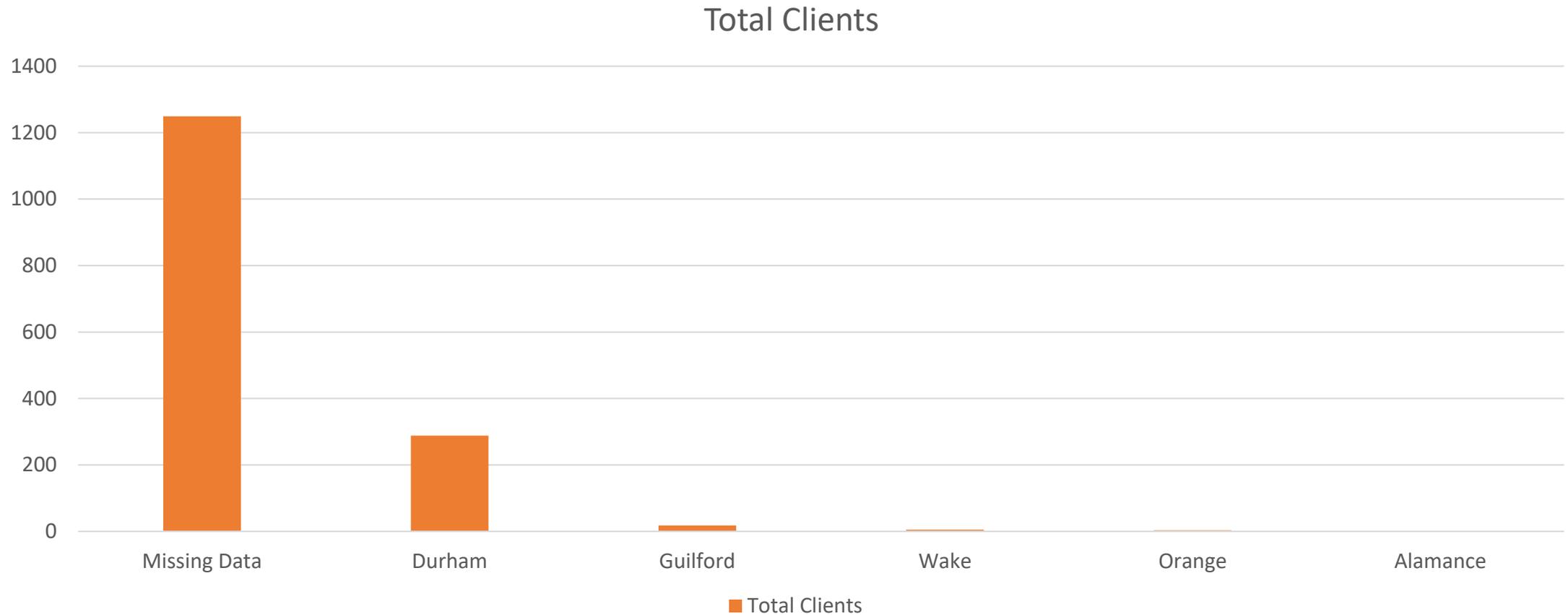
1. Durham CoC began requiring this for all HMIS participating projects January 2018 to illustrate inter-connected regions
2. HUD's question Client Location isn't actually the same thing
Client Location is where the Head of Household is staying on the Project Start Date
3. Almost everyone is worried about affordable, safe, permanent housing options near client networks, jobs, and resources
Demonstrate this concern with data!

Clients Missing NC County of Service – CY 2018

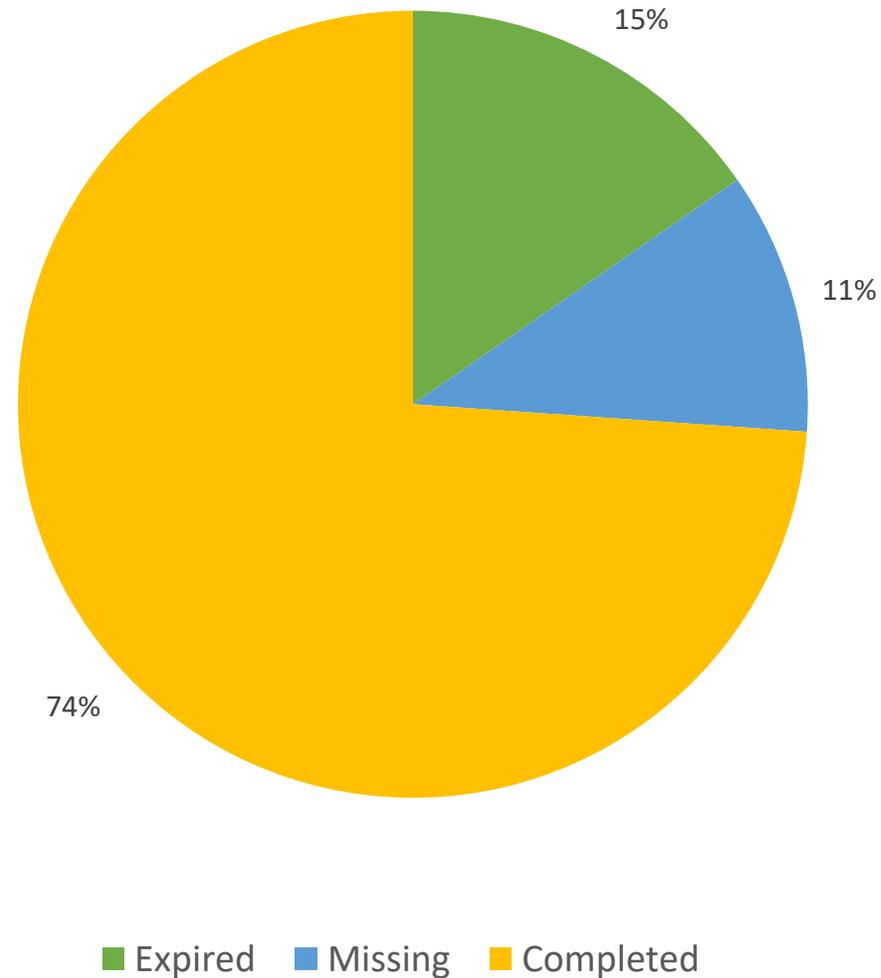


■ Missing ■ Complete

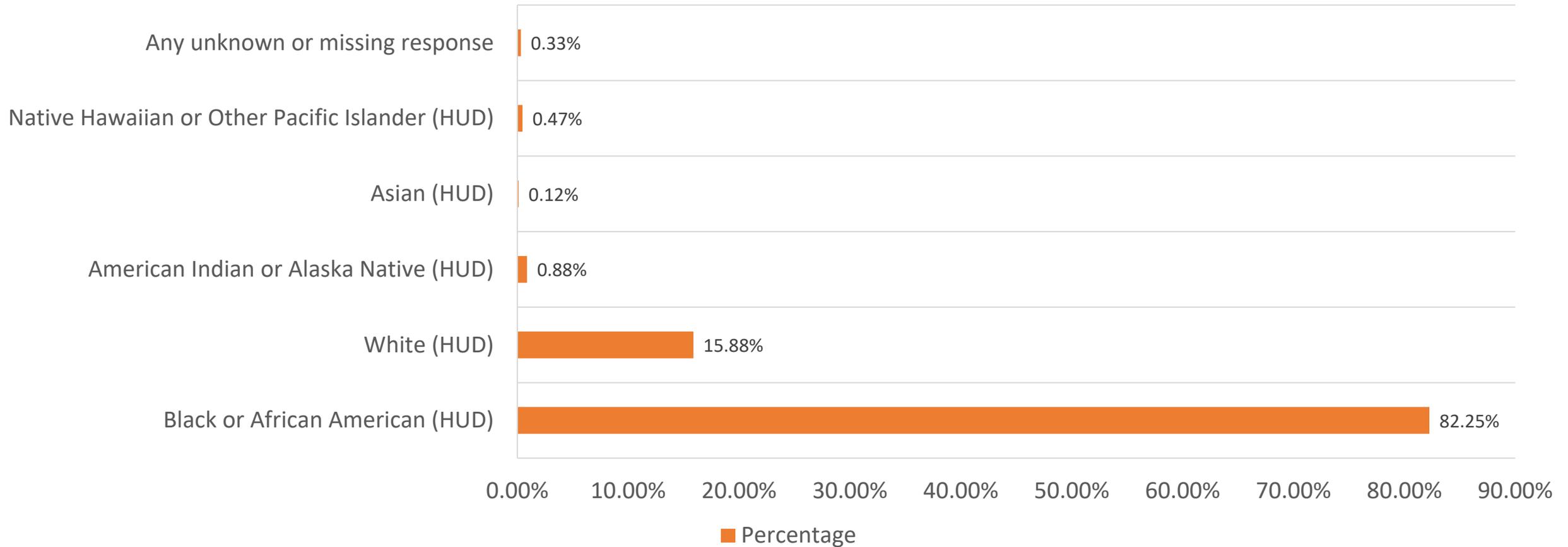
Clients Missing NC County of Service – CY 2018



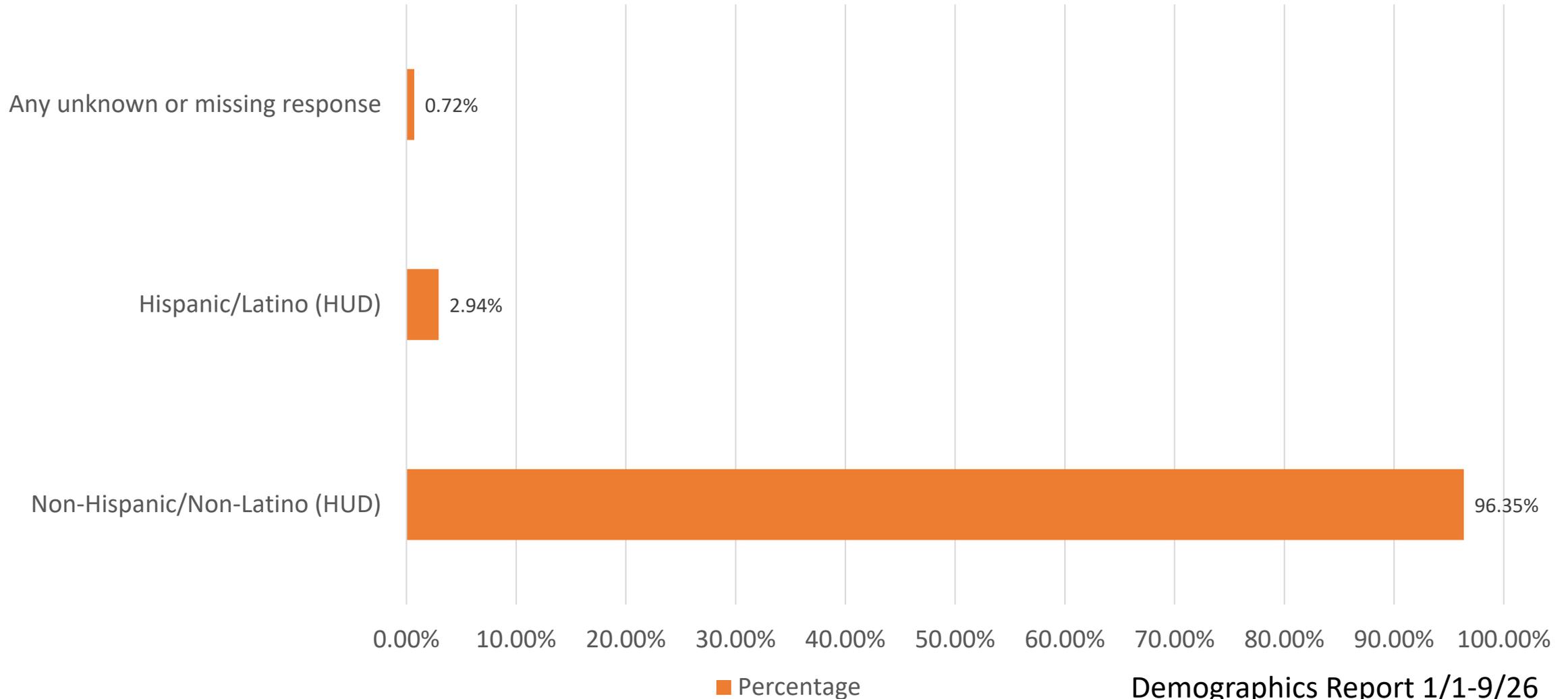
Clients Missing Electronic ROIs (as of 9/26/2018)



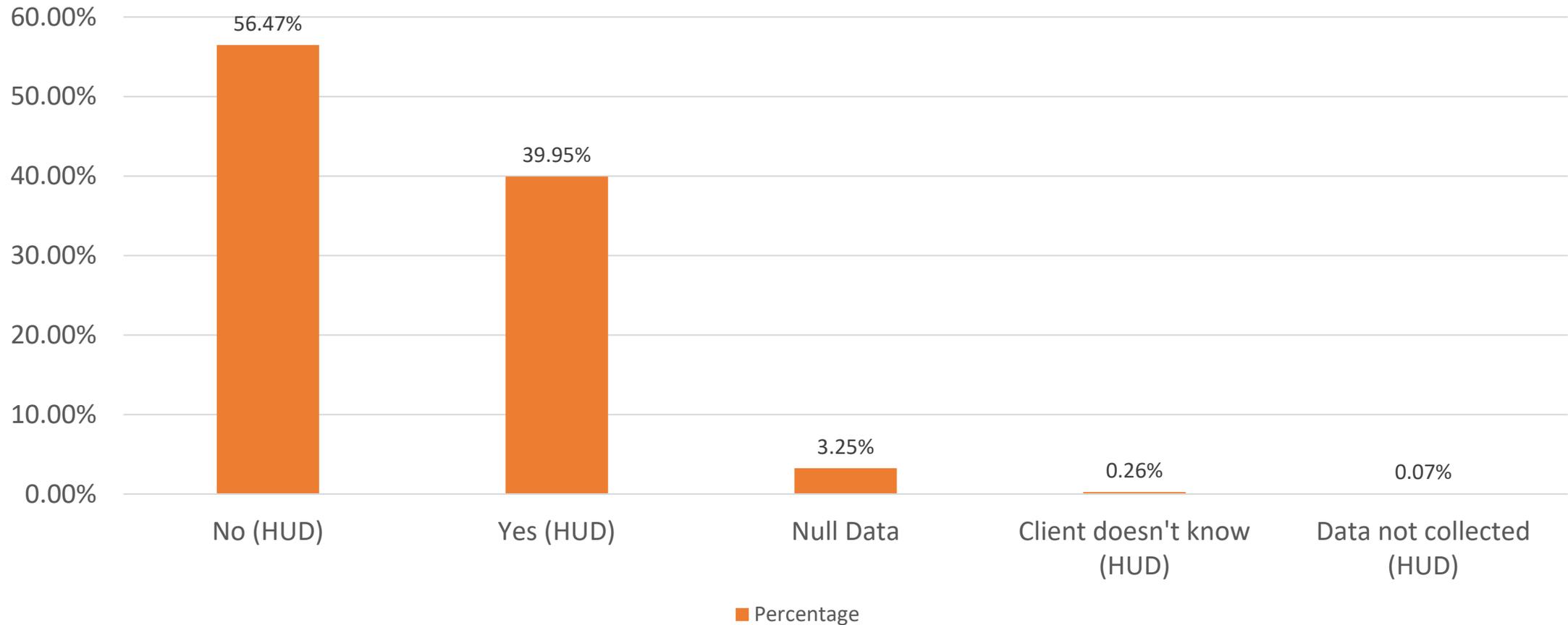
Race of Clients Served



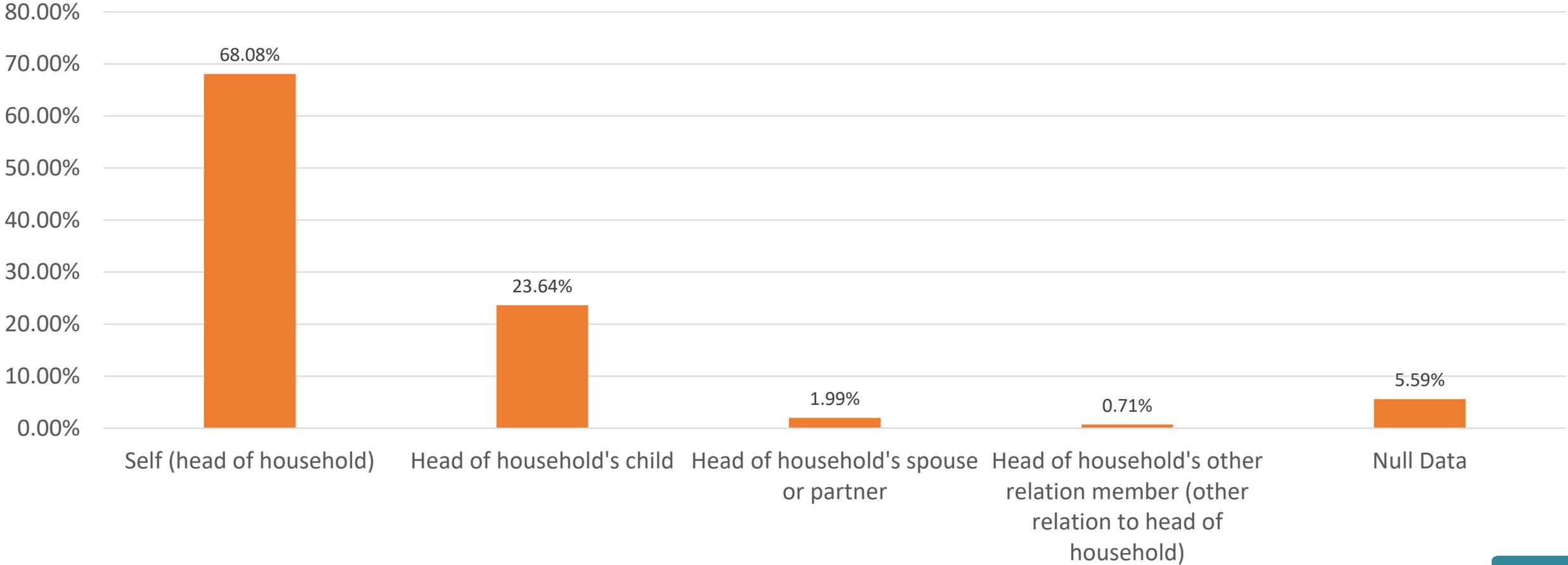
Ethnicity of Clients Served



Disabilities of Clients Served (Gateway question)



Relationships to Head of Household of Clients Served

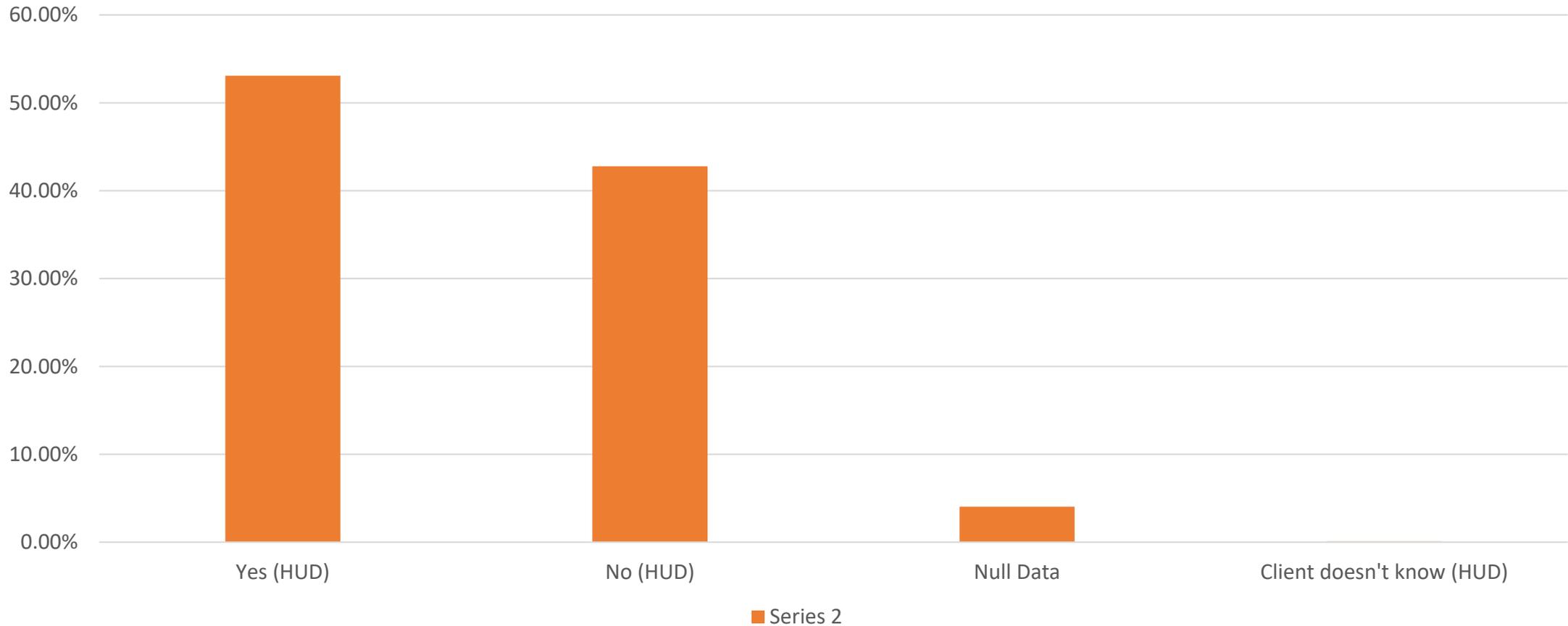


Percentage

Demographics Report 1/1-9/26

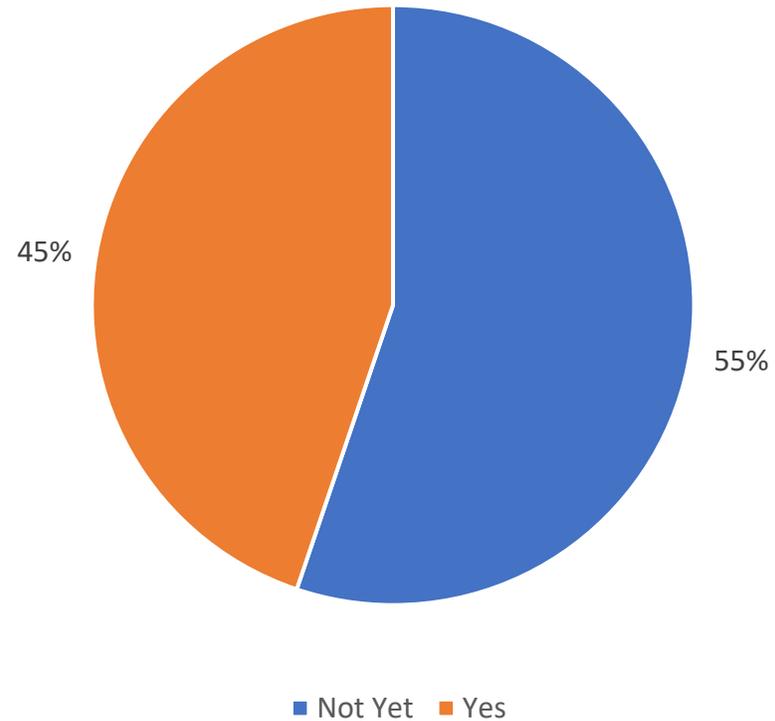


Income (Gateway question)



VI-SPDATs complete in HMIS?

Percentage of VI-SPDAT Complete?



How to review your project's client level data

Run a Dashboard Report for your project to get **instant** client-level data!

- Use Enter Data As mode before running report
- Run for reporting period: 10/01/2017 through 09/30/2018
- Use the report built for your funding source to better prepare for other reports (perfect for troubleshooting!)

Funding Source	Dashboard Report
CoC or non-HUD funded	CoC-APR
ESG	ESG-CAPER
VA	SSVF-Export

About the ROI Audit Report

The ROI Audit report provides ROI data about the clients enrolled in your project (the day report is run, or any date you specify).

For each client, the report shows if an ROI has been entered using Enter Data As mode and includes today's date.

About the ROI Audit Report

The report assists agencies with ongoing monitoring for active clients, but will not help you look at ROIs for exited clients.

This is important: Entering ROIs incorrectly or not entering them at all can impact your reports and what is visible about your client to others in HMIS.

HMIS Pro-tips: ROI Audit Report

Entering Prompt Information

- Run the report for 1 project at a time

Reading the Report

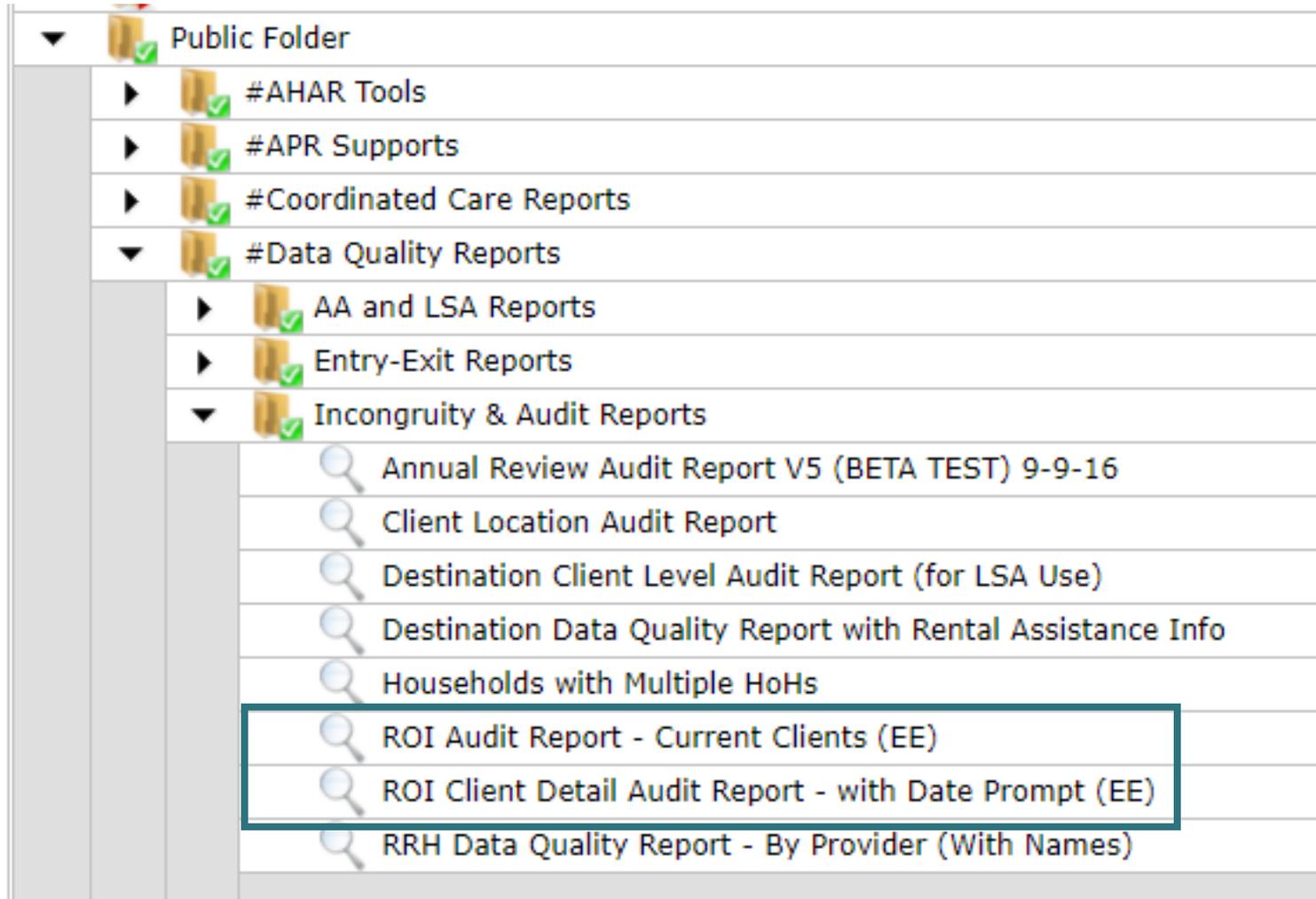
- Look for the highlighted rows – these are expired or missing ROIs
- ROIs entered without EDA are also highlighted

Group ID	HMIS Client ID	Program Entry Date	Max ROI End	ROI Permission	ROI Provider
11111	123456	4/22/2018		Missing ROI	Missing ROI
22222	123457	4/22/2018		Missing ROI	Missing ROI

Making Corrections in HMIS

- Check that you **EDA** to the correct provider BEFORE entering the ROI
- Be sure to **Backdate** to the correct date BEFORE entering the ROI

The ROI Audit Report is located in ART



How to review – need more help?

Use the NCCEH Data Center's Guides

- [How to Read and Run the CoC-APR](http://www.ncceh.org/files/9344/) (http://www.ncceh.org/files/9344/)
- [How to Read and Run the ESG-CAPER](http://www.ncceh.org/files/9345/) (http://www.ncceh.org/files/9345/)

Call the Helpdesk at 919-410-6997

Email the Helpdesk at hmis@ncceh.org

Lets be done with large scale DQ cleanup!

To maintain good data quality, our team is continuously running various client-level reports at CoC and project levels:

- Review reports for data errors
- Email the Agency Administrator about corrections
- Repeat!

EDA, ROI, and Backdate impact reporting. We will do our best to confirm if these are the errors before contacting you!

Data Entry for Families Sharing

Always use Enter Data As and Backdate modes

Confirm EDA and Backdate before you make any changes to a client's data



Client Demographics

Client Demographics

Client - (492080) Lacks, Henrietta Mass Visibility Update

(492080) Lacks, Henrietta
Release of Information: **None**

Client Information Service Transactions

Summary **Client Profile** Households ROI Entry / Exit Case Managers Case Plans Measurements Activities Assessments

Client Record Issue ID Card

Name	Lacks, Henrietta
Name Data Quality	Full Name Reported
Alias	
Social Security	111-11-1111
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

Change Clear

Client Demographics lock icon

Date of Birth	
Date of Birth Type	
Gender	
Primary Race	
Secondary Race	
Ethnicity	

Client Demographics must be entered on the Client Profile tab

Lacks, Henrietta

Client Demographics lock icon

Editing the Client Demographic Information could affect the Unique ID and the Client Search.

Client Demographics lock icon

Date of Birth	<input type="text"/> / <input type="text"/> / <input type="text"/> G
Date of Birth Type	-Select- G
Gender	-Select- G
Primary Race	-Select- G
Secondary Race	-Select- G
Ethnicity	-Select- G

Save Cancel

Client Demographics for other Household Members

Once a Household is created on the Households tab, click on the name of the other Household member

Client - (492080) Lacks, Henrietta Mass Visibility Update

(492080) Lacks, Henrietta
Release of Information: **None** -Switch to Another Household Member- Submit

Client Information Service Transactions

Summary Client Profile **Households** ROI Entry / Exit Case Managers Case Plans Measurements Activities Assessments

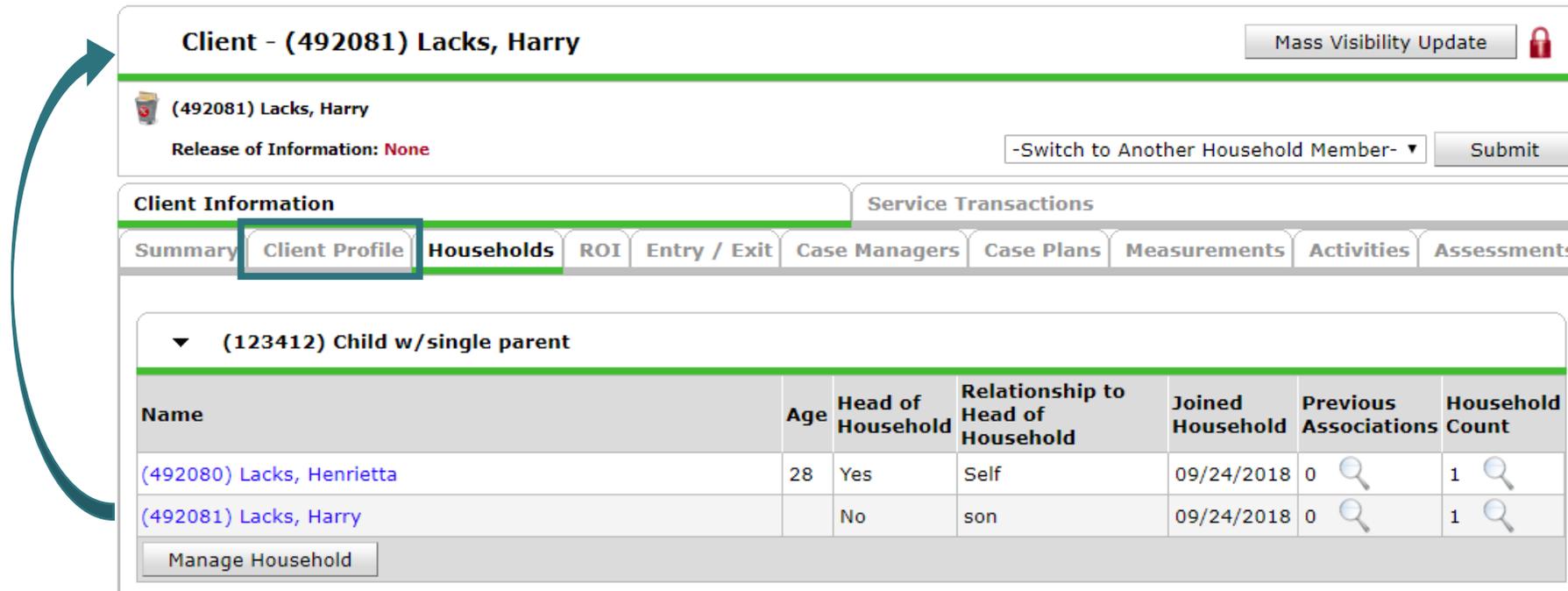
▼ (123412) Child w/single parent

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(492080) Lacks, Henrietta	28	Yes	Self	09/24/2018	0	1
(492081) Lacks, Harry		No	son	09/24/2018	0	1

Manage Household

Client Demographics for other Household Members

Now that the client's name at the top has changed, go to the Client Profile tab



The screenshot shows a web interface for a client profile. At the top, the client is identified as "Client - (492081) Lacks, Harry". Below this, there is a section for "(492081) Lacks, Harry" with a "Release of Information: None" status and a "-Switch to Another Household Member-" dropdown menu. The main content area is divided into two tabs: "Client Information" and "Service Transactions". Under "Client Information", there are several sub-tabs: "Summary", "Client Profile", "Households", "ROI", "Entry / Exit", "Case Managers", "Case Plans", "Measurements", "Activities", and "Assessments". The "Client Profile" tab is currently selected and highlighted with a blue box. Below the tabs, there is a section for "(123412) Child w/single parent" which contains a table of household members. The table has columns for Name, Age, Head of Household, Relationship to Head of Household, Joined Household, Previous Associations, and Household Count. Two members are listed: (492080) Lacks, Henrietta and (492081) Lacks, Harry. A "Manage Household" button is located at the bottom of this section.

Client - (492081) Lacks, Harry

(492081) Lacks, Harry

Release of Information: None

-Switch to Another Household Member- Submit

Client Information Service Transactions

Summary Client Profile Households ROI Entry / Exit Case Managers Case Plans Measurements Activities Assessments

(123412) Child w/single parent

Name	Age	Head of Household	Relationship to Head of Household	Joined Household	Previous Associations	Household Count
(492080) Lacks, Henrietta	28	Yes	Self	09/24/2018	0	1
(492081) Lacks, Harry		No	son	09/24/2018	0	1

Manage Household

Client Demographics for other Household Members

Complete the newest Household member's Client Demographics on the Client Profile tab

Client - (492081) Lacks, Harry Mass Visibility Update

(492081) Lacks, Harry Release of Information: None -Switch to Another Household Member- Submit

Client Information Service Transactions

Summary **Client Profile** Households ROI Entry / Exit Case Managers Case Plans Measurements Activities Assessments

Client Record Issue ID Card

Name	Lacks, Harry
Name Data Quality	Full Name Reported
Alias	
Social Security	111-11-1112
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

Change Clear

Client Demographics lock icon

Date of Birth	
Date of Birth Type	
Gender	
Primary Race	
Secondary Race	
Ethnicity	

Client Demographics for other Household Members

Now Client Demographics have been added to share this data with the rest of your agency and sharing group properly

Client - (492081) Lacks, Harry Mass Visibility Update

(492081) Lacks, Harry Release of Information: None -Switch to Another Household Member- Submit

Client Information Service Transactions

Summary **Client Profile** Households ROI Entry / Exit Case Managers Case Plans Measurements Activities Assessments

Client Record Issue ID Card

Name	Lacks, Harry
Name Data Quality	Full Name Reported
Alias	
Social Security	111-11-1112
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	12

Change Clear

Client Demographics lock icon

Date of Birth	03/23/2006
Date of Birth Type	Full DOB Reported (HUD)
Gender	Male
Primary Race	Black or African American (HUD)
Secondary Race	White (HUD)
Ethnicity	Non-Hispanic/Non-Latino (HUD)



VI-SPDATs

Add a VI-SPDAT assessment

Use the Client Summary tab

Client - (492080) Lacks, Henrietta

 (492080) Lacks, Henrietta
Release of Information: Ends 09/24/2019

-Switch to Another Household Member- ▾

Client Information Service Transactions

Summary Client Profile Households ROI Entry / Exit Case Managers Case Plans Measurements Activities

Added to the system 09/24/2018 12:42 PM

Name	Lacks, Henrietta	Gender	
Date of Birth		Primary Race	
Social Security	***-**-1111	Secondary Race	
		U.S. Military Veteran?	No (HUD)



Add a VI-SPDAT assessment

Scroll to the bottom of the Summary tab to find the VI-FSPDAT for Families, then click Add

Referral Date	Referred To Provider	Need Type	Type	Latest Point	Total	Date
<input type="button" value="Add Referral"/> No matches.			<input type="button" value="Add New Measurement"/> No matches.			

VI-FSPDAT Version 2 

 **VI-FSPDAT 2.0 (Family)**

Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONS	D. WELLNESS	E. FAMILY UNIT	GRAND TOTAL
<input type="button" value="Add"/>							

Add a VI-SPDAT assessment

Once the assessment responses are in, the summary will appear on the Summary Tab

VI-FSPDAT Version 2 

 VI-FSPDAT 2.0 (Family)

	Start Date *	PRE-SURVEY	A. HISTORY OF HOUSING AND HOMELESSNESS	B. RISKS	C. SOCIALIZATION & DAILY FUNCTIONS	D. WELLNESS	E. FAMILY UNIT	GRAND TOTAL
 	09/24/2018	2	1	3	0	4	0	10

Showing 1-1 of 1



Collecting the data to make sure no one is left outside

Need help for clients immediately?

All clients impacted should register at DisasterAssistance.Gov

- no matter where the client stayed

NCCEH is gathering information on our [Hurricane Florence Recovery Resources page](#)

Post-Hurricane Florence Data Collection

Series of questions to determine:

1. Verbal consent
2. Which natural disaster or storm
3. Where the client was immediately before evacuation
4. Date when the client left
5. Details about the client's housing/property losses

For client eligibility, funding, and system analysis

How to collect NC Natural Disaster data

NATURAL DISASTER/STORM

****ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS****

Are you experiencing homelessness due to a recent natural disaster/storm?

-Select-

If the client answered "Yes", you must click the Add button below to complete the sub-assessment.



NC Natural Disaster/Storm

There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?

What natural disaster/storm caused you to evacuate and seek other shelter?

Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?

If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?

Have you registered with FEMA for assistance?

As of today, what are your plans for housing?

End Date

Add

How to collect NC Natural Disaster data

NC Natural Disaster/Storm

There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?	<input type="text" value="-Select-"/> ▼ G
What natural disaster/storm caused you to evacuate and seek other shelter?	<input type="text" value="-Select-"/> ▼ G
If the client said "Other", please enter the name of the natural disaster/storm in the space provided.	<input type="text"/> G
What NC County were you living in immediately prior to the natural disaster/storm?	<input type="text" value="-Select-"/> ▼ G
What was your living	

How to collect NC Natural Disaster data

What was your living situation immediately prior to the natural disaster/storm?	<input type="text" value="-Select-"/>
Before the natural disaster/storm occurred, how long did you live in the prior living situation?	<input type="text" value="-Select-"/>
On what date did you leave your prior living situation?	<input type="text" value="09"/> / <input type="text" value="10"/> / <input type="text" value="2018"/>    G
Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?	<input type="text" value="-Select-"/>
If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?	<input type="text" value="-Select-"/>
Have you registered with FEMA for assistance?	<input type="text" value="-Select-"/>
As of today, what are your plans for housing?	<input type="text" value="-Select-"/>
End Date	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    G

Who should collect this data?

All homeless projects

[Download and Print the new NC
HMIS Street and Shelter Intake Form](#)

HMIS@NCCEH

Update

HMIS Transition Continues

Technical update

- The script to copy & purge the HMIS website has several errors identified by NCCEH Quality Assurance
- Current NC HMIS website has several errors that are going to be fixed before NCCEH is allowed to copy
- The script to fix current NC HMIS website is not ready

Launch date?

- No estimated date can be provided until current issue fixed
- Continue entering data into NC HMIS

HMIS@NCCEH Training

We'd love your help! Let us know what topics you or your agency needs more support on and how you'd prefer to receive training!!

Training Feedback

What's Next?

Mediware is now WellSky

WellSky Community Services & Missions will combine service “across four key settings of care: hospitals, homes, practices and facilities, and the community”

[Corporate Website](#)

What happens to our ServicePoint website?

Branding and naming will not change until 2019. The Data Center has asked for more specific dates.

For now, our HMIS is: nchmis.servicept.com

Upcoming Deadlines and Events

Due	Report Name
September	HUD Funding deadlines
Mid October	Longitudinal System Analysis (LSA) release
October 26th	State ESG Application deadline (including QPR)
October 31st	State ESG QPR deadline (Jan-Sept)
December	Longitudinal System Analysis (LSA) deadline
January	Point in Time (PIT) and Housing Inventory Count (HIC)
April	Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline
May	System Performance Measure deadline

Data security depends on all of us



Do not leave your computer logged in & unattended



Do not share passwords



Avoid using Internet Explorer or Edge for HMIS



Only use secure internet connections for client sensitive systems like HMIS



Update your users with the latest HMIS information



Alert us when staff with HMIS licenses leave your agency

Question & Answer

Ask us whatever!

ncceh.org/hmis

access local support for NC Balance of State, Durham, & Orange CoCs

919.410.6997 or hmis@ncceh.org

helpdesk for local support



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change